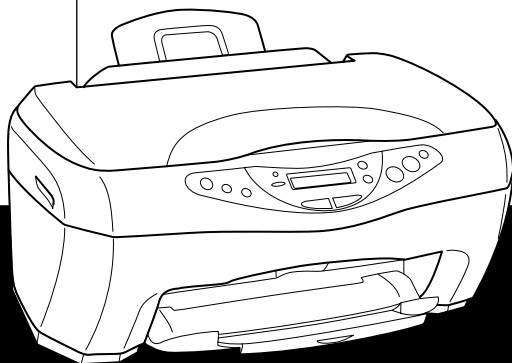


EPSON

All in One Product



EPSON STYLUS™ CX3100

Copy Guide

4033220-00
XXX

Where to Find Information

Copy Guide (this document)

Describes how to use this product as a copy machine. It also explains how to use the Control Panel, change ink cartridges and check the condition of this product.

Online Reference Guide

Provides basic information on printing and scanning, and describes detailed functions of the printer software and the scanner software. Information is also available on maintenance, troubleshooting tips, technical specifications, and customer support.

Online Help

Provides you with detailed information on the printer driver and EPSON TWAIN. You can access the online help by clicking the Help button in the driver dialog box.

EPSON STYLUS™ CX3100

All in One Product

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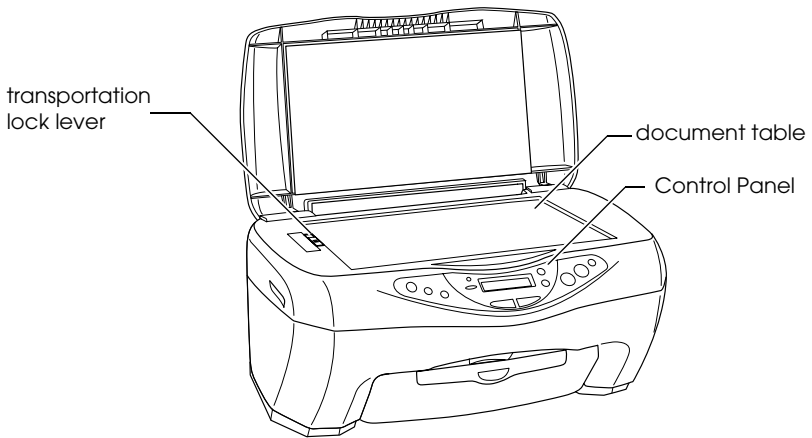
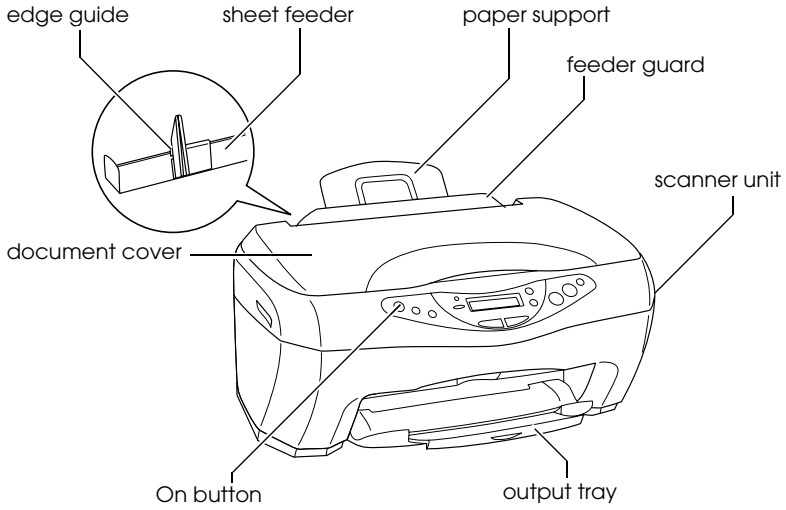
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Printed on Recycled Paper.

Copy Guide

Stylus CX Parts



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Safety Instructions

Safety Instructions

Read all of the instructions in this section when setting up and using this product.

When choosing a place for this product

- ❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep this product away from direct sunlight, strong light, and heat sources.
- ❑ Avoid places subject to dust, shocks, and vibrations.
- ❑ Leave enough room around this product to allow for sufficient ventilation.
- ❑ Place this product near a wall outlet where the plug can be easily unplugged.
- ❑ Place this product on a flat, stable surface that extends beyond this product base in all directions. If you place this product by the wall, leave more than 10 cm between the back of this product and the wall. This product will not operate properly if it is tilted at an angle.
- ❑ When storing or transporting this product, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak from the cartridge.
- ❑ Leave more than 22cm between the base of this product and the edge of the surface it is setting on; otherwise, this product may fall if tipped forward possibly causing injury.

When choosing a power source

- ❑ Use only the type of power source indicated on the label on the back of this product.
- ❑ Be sure your AC power cord meets the relevant local safety standards.
- ❑ Do not use a damaged or frayed power cord.
- ❑ If you use an extension cord with this product, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ If you plan to use this product in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for this product.

When handling ink cartridges

- Do not open the ink cartridge packages until just before you install them.
- Do not shake used ink cartridges; this can cause leakage.
- Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.
- Be careful when you handle used ink cartridges, as there may be some ink remaining around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- Do not touch the green IC chip that is located on the back of the cartridge.
- Do not remove or tear the blue label on the cartridge; this can cause leakage.
- Store each ink cartridge so that the bottom of its packaging faces down.

When using this product

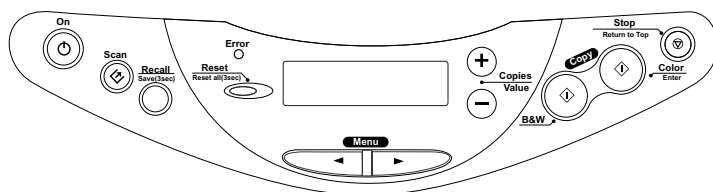
- Do not put your hand inside this product or touch the ink cartridges during printing.
- Do not block or cover the openings on this product.
- Do not attempt to service this product yourself.
- Unplug this product and refer servicing to qualified service personnel under the following conditions:
The power cord or plug is damaged; liquid has entered this product; this product has been dropped or the cover damaged; this product does not operate normally or exhibits a distinct change in performance.
- Do not insert objects into the slots on this product.
- Take care not to spill liquid on this product.
- Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent this product from printing.

When using the LCD panel

- Only use a dry, soft cloth to clean the display. Do not use liquid or chemical cleansers.
- If the display on this product is damaged, contact your dealer.
- If the liquid crystal solution contained in the LCD panel leaks out and gets on your hands, wash them thoroughly with soap and water, if the liquid crystal solution gets into your eyes, flush them immediately with water, if discomfort or vision problems remain after a thorough flushing, see a doctor immediately.


Control Panel Functions

You can control most copy functions from the Control Panel.



Note:

When you make a copy using a control panel function, a moiré (cross-hatch) pattern may appear on your printout. To eliminate the moiré, change the reduce/enlarge ratio or shift the position of the document.

When you press the  On button to turn on this product, the LCD panel shows the current copy mode, as well as the copy settings on quality, reduce/enlarge, paper size, and number of copies. Also, you can see and use the ink drop icon to check the amount of ink left. This state of the LCD panel is called the “normal display”.

Buttons

| Buttons | Function |
|--------------|--|
| ⏻ On | Turns this product on and off. |
| ↻ Scan | Starts EPSON Smart Panel by default. Before using this feature, make sure you have installed EPSON TWAIN and EPSON Smart Panel from the software CD and connect this product to your computer. |
| Recall | Recalls the copy settings stored in the memory. When you press and hold the Recall button for 3 seconds, all of the settings are stored in the memory. |
| Reset | Resets the number of copies to one when the LCD panel is in normal display. Resets the values to their defaults when a menu item appears on the LCD panel. When you press and hold the Reset button for 3 seconds, all of the settings except language return to their defaults. |
| Menu | Display the menu items on the LCD panel. |
| Copies/Value | Increase or decrease the number of copies when the LCD panel is in normal display. Select an item or increases or decreases the setting's value when a menu item appears on the LCD panel. |
| ⬠ B&W Copy | Copies in grayscale. |
| ⬠ Color Copy | Copies in color. Performs the function indicated in "Press the Color copy button to xxx (indicating a function)". |
| ⏹ Stop | Stops copying. The sheet being copied is ejected. Returns to the normal display when a menu item appears on the LCD panel. |

Lights

| Light | Pattern | Status |
|-------|----------|--|
| On | On | This product is on. |
| | Flashing | While initializing, data processing, copying, printing, scanning, charging ink and cleaning, and replacing an ink cartridge. |
| Error | On | An error occurs. |

Menu Items


This section describes the menu items available on the LCD panel.

When you press one of the Menu buttons, a menu item appears on the LCD panel. You can select the item, or increase or decrease its value by pressing the Copies/Value buttons.

See the next page for a flowchart of menu items in each copy mode.

Selecting a language

You can select a language to use on the LCD panel: English, Spanish, French, Portuguese, German, Italian, or Dutch. Follow the steps below.

1. Press one of the Menu buttons repeatedly until **Language** appears on the LCD panel.
2. Select your preferred language by pressing the Copies/Value buttons.
3. Press the  Stop button. The menu items appear in the selected language.

Standard Copy

See page 14

Reduced Margin Copy

See page 15

BorderFree Copy

See page 16

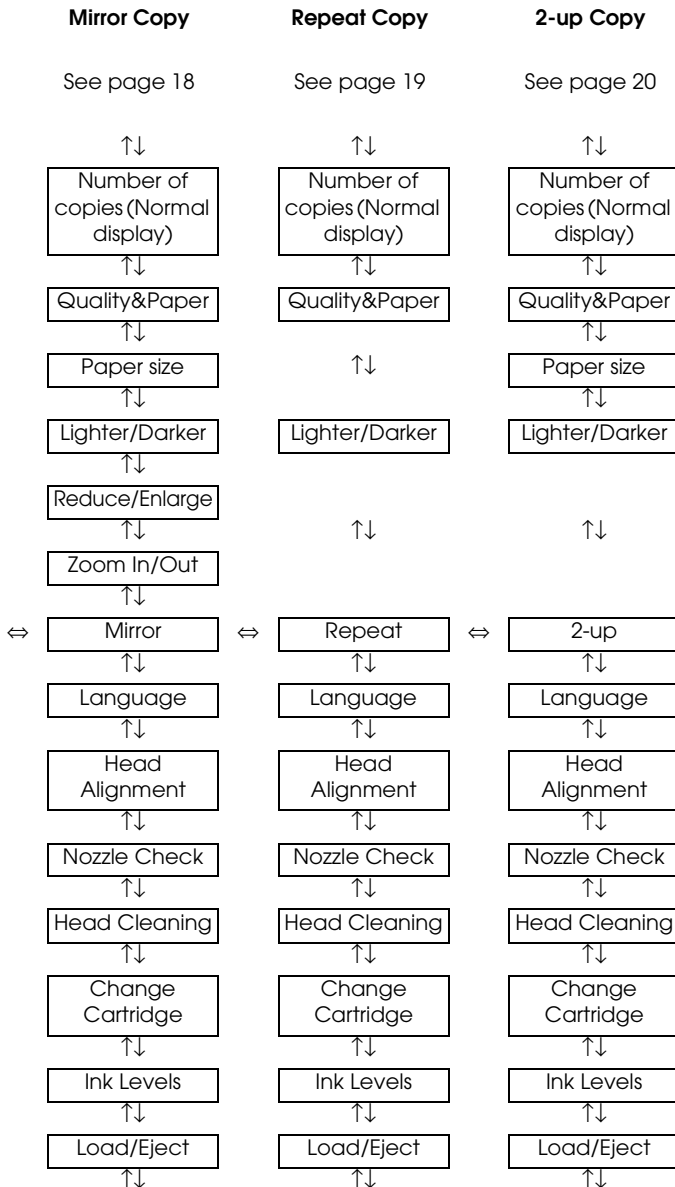
Small Margin Copy

See page 17



↑↓: Press one of the Menu buttons to move the next item.

⇔: Press one of the Copies/Value buttons to change the copy mode.



Making Copies

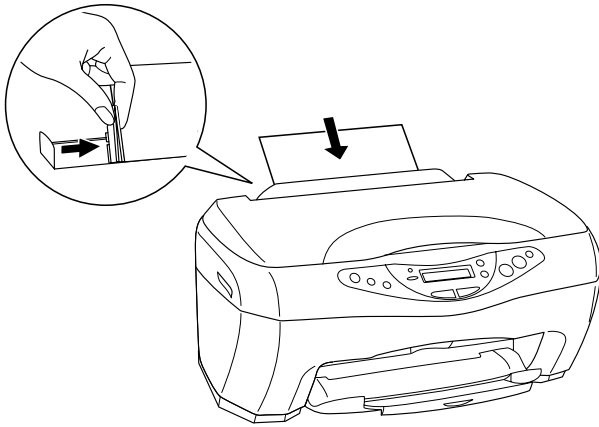
See the sections below to make copies.

Loading the Paper

1. Lower the output tray and slide out the extension.
2. Move the feeder guard towards you.
3. While holding down its locking tab, slide the left edge guide so that the distance between the two edge guides is slightly wider than the width of your paper.
4. Fan a stack of paper, then tap it on a flat surface to even the edges.
5. Load the stack of paper in the sheet feeder with the printable side up and the right edge of the paper resting against the right edge guide.

Use the line on the feeder guard as an indicator when loading paper. The right edge of paper is aligned with the line on the feeder guard.


6. Slide the left edge guide against the left edge of the paper. Make sure that the paper is loaded under the tabs inside the edge guides and set the feeder guard back.



Note:

- Leave enough space in front of this product for the paper to be fully ejected.
- Always load paper into the sheet feeder's short edge first.
- Make sure that the paper stack fits under the arrow mark inside the edge guide.

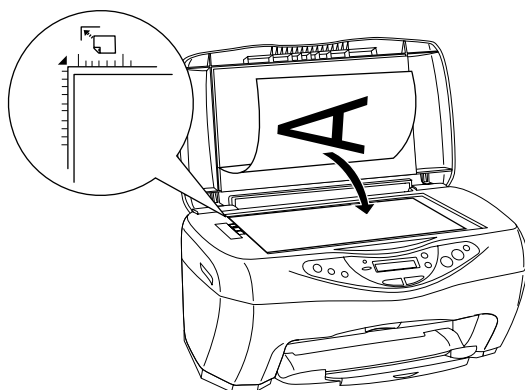
Making Copy Settings

1. Press the  On button to turn on this product
2. Press one of the Menu buttons until **Copy** mode appears on the LCD panel.
3. Press one of the Copies/Value buttons until the desired copy mode appears.

4. Use the Menu and Copies/Value buttons to make the copy settings on quality, reduce/enlarge and paper size. For more details on each copy mode, see “Copy Modes” on page 14.
5. Press the Ⓢ Stop button to return to the normal display.

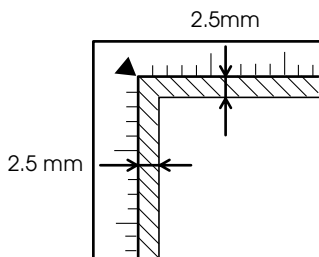
Placing Your Document on the Document Table

1. Open the document cover and place the original document on the document table, with the side to be copied facing down. Make sure that the document is properly aligned.



Note:

An area of up to 2.5 mm from the edge of the document table glass will not be scanned.



2. Close the document cover gently so that the document does not move.

Note:

- Make sure the document is flat against the glass surface; otherwise the image becomes out of focus. Be sure to close the document cover to prevent interference from the external light.*
- Always keep the document table clean.*
- Do not leave photographs on the document table for an extended period of time as they may stick to the glass.*
- Do not place heavy objects on top of this product.*

Copying

1. Press the one of the Copies/Value buttons to set the number of copies.

Note:

In the 2-up Copy mode, you cannot set the number of copies.

2. Press the \diamond B&W Copy button to copy in grayscale, or the \diamond Color Copy button to copy in color. This product starts copying.
3. In the 2-up Copy mode, place the second document on the document table, and then press the \diamond B&W Copy button or the \diamond Color Copy button.

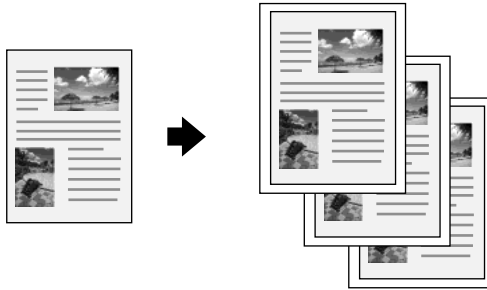
Note:

- The copied image may not be exactly the same size as the original.*
- While copying in progress, if a message appears on the LCD panel indicating ink is low, you can continue making copies until ink runs out, or stop making copies and change the appropriate ink cartridge immediately.*

Copy Modes

This section describes the attributes of each copy mode.

Standard Copy



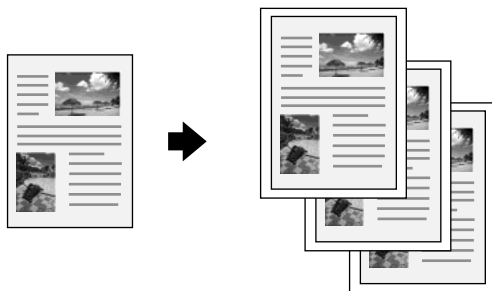
You can copy the original image onto various sizes and types of paper.

In the Standard Copy mode, you can make the following settings.

| Menu items | Setting items/values | |
|------------------|--|---|
| Number of copies | 1 to 99 | |
| Quality&Paper | Plain paper-Econ Plain paper-Norm* Plain Paper-Fine PQIJ Paper-Fine | PQIJ Paper-Photo Photo Paper Premium Glossy Matte Paper HW |
| Paper size | A4* A5 | 100 × 150 |
| Lighter/Darker | Five steps | |
| Reduce/Enlarge | Actual: 100%* Auto Fit Page A4 -> A5 A5 -> A4 | 100 × 150 -> A4 A4 -> 100 × 150 4 × 6 -> A4 |
| Zoom In/Out | 25 to 400% in 1% increments | |

* indicates the default setting.

Reduced Margin Copy



2

You can make a copy with a 3-mm bottom margin on paper.

In the Reduced Margin Copy mode, you can make the following settings.

| Menu items | Setting items/values | |
|------------------|--|---|
| Number of copies | 1 to 99 | |
| Quality&Paper | Plain paper-Econ Plain paper-Norm* Plain Paper-Fine PQIJ Paper-Fine | PQIJ Paper-Photo Photo Paper Premium Glossy Matte Paper HW |
| Paper size | A4* A5 | 100 × 150 |
| Lighter/Darker | Five steps | |
| Reduce/Enlarge | Actual: 100%* Auto Fit Page A4 -> A5 A5 -> A4 | 100 × 150 -> A4 A4 -> 100 × 150 4 × 6-> A4 |
| Zoom In/Out | 25 to 400% in 1% increments | |

* indicates the default setting.

Note:

The copy quality may drop in the bottom area of the printout or the area may be smeared. If you do not get the expected printout, copy in the Standard Copy mode. See “Standard Copy” on page 14.

BorderFree Copy



You can make a copy that covers the entire page of paper.

In the BorderFree Copy mode, you can make the following settings.

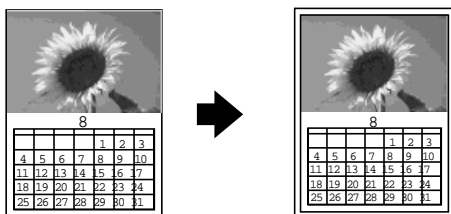
| Menu items | Setting items/values | |
|------------------|--|---|
| Number of copies | 1 to 99 | |
| Quality&Paper | PQIJ Paper-Fine* PQIJ Paper-Photo Photo Paper | Premium Glossy Matte Paper HW |
| Paper size | A4* 100 × 150 | |
| Lighter/Darker | Five steps | |
| Reduce/Enlarge | Actual: 100%* Auto Fit Page 100 × 150 -> A4 A4 -> 100 × 150 5 × 7 -> 100 × 150 | 5 × 7 -> A4 8 × 10 -> 100 × 150 8 × 10 -> A4 4 × 6 -> 100 × 150 4 × 6 -> A4 |
| Zoom In/Out | 25 to 400% in 1% increments | |

* indicates the default setting.

Note:

- ❑ *The copy quality may drop in the bottom area of the printout or the area may be smeared. If you do not get the expected printout, copy in the Standard Copy mode. See "Standard Copy" on page 14.*
- ❑ *Because this feature enlarges the image to a size slightly larger than the paper size, the portion of the image that extends beyond the edges of the paper will not be copied.*

Small Margin Copy



2

You can make a copy with a 1.5-mm margin around all edges of the paper.

In the Small Margin Copy mode, you can make the following settings.

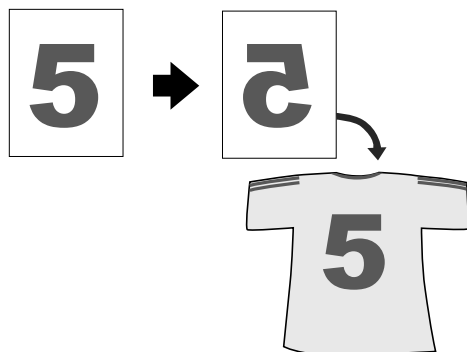
| Menu items | Setting items/values | |
|------------------|--|---|
| Number of copies | 1 to 99 | |
| Quality&Paper | PQIJ Paper-Fine* PQIJ Paper-Photo Photo Paper | Premium Glossy Matte Paper HW |
| Paper size | A4* 100 × 150 | |
| Lighter/Darker | Five steps | |
| Reduce/Enlarge | Actual: 100%* Auto Fit Page 100 × 150 -> A4 A4 -> 100 × 150 5 × 7 -> 100 × 150 | 5 × 7 -> A4 8 × 10 -> 100 × 150 8 × 10 -> A4 4 × 6 -> 100 × 150 4 × 6 -> A4 |
| Zoom In/Out | 25 to 400% in 1% increments | |

* indicates the default setting.

Note:

The copy quality may drop in the bottom area of the printout or the area may be smeared. If you do not get the expected printout, copy in the Standard Copy mode. See “Standard Copy” on page 14.

Mirror Copy



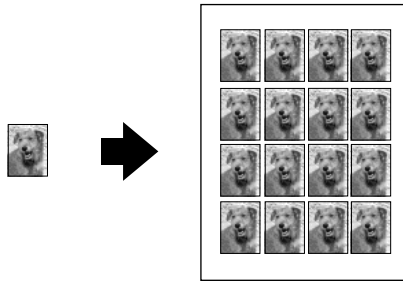
You can create the mirror image of an original image on Iron-On Cool Peel Transfer Paper (image flipped from right to left).

In the Mirror Copy mode, you can make the following settings.

| Menu items | Setting items/values |
|------------------|---------------------------------------|
| Number of copies | 1 to 99 |
| Quality&Paper | Iron-on Transfer* Plain Paper-Norm |
| Paper size | A4 |
| Lighter/Darker | Five steps |
| Reduce/Enlarge | Actual: 100%* Auto Fit Page |
| Zoom In/Out | 25 to 400% in 1% increments |

* indicates the default setting.

Repeat Copy



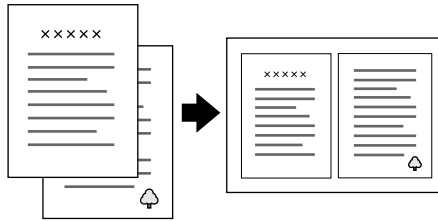
2

You can create multiple copies of an image on a single sheet of paper.

In the Repeat Copy mode, you can make the following settings.

| Menu items | Setting items/values |
|------------------|----------------------|
| Number of copies | 1 to 99 |
| Quality & Paper | Plain A4-Norm |
| Lighter/Darker | Five steps |

2-up Copy



You can put two pages of original images onto a single sheet of paper.

In the 2-up Copy mode, you can make the following settings.

| Menu items | Setting items/values |
|-----------------|----------------------|
| Quality & Paper | Plain Paper-Norm |
| Paper Size | A4 |
| Lighter/Darker | Five steps |


Replacing an Ink Cartridge

**Warning:**


Be careful when you handle the used ink cartridges, as there may be some ink around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

The Error light and a panel message inform you when it is time to get a replacement ink cartridge ready, and when it is time to replace the ink cartridges.

For details of the error messages, see “Error Messages” on page 37.

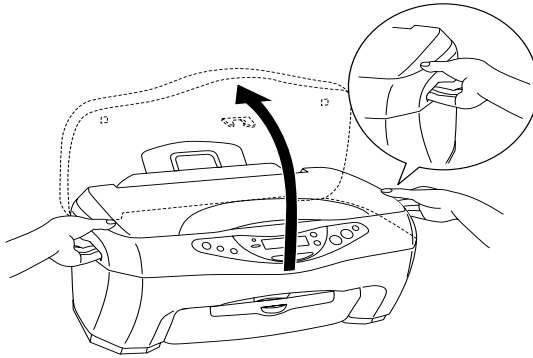
1. Make sure this product is on and the On light is not flashing.
2. **When the ink is empty:**
Refer to the panel message to determine which ink is empty, and then press the  Color Copy button.

When the ink is low:

Press one of the Menu buttons until Ink Levels appears on the LCD panel, and then check which ink is low. Press one of the Menu buttons until Change Cartridge appears on the LCD panel, and then press the  Color Copy button.

The print head moves to the left, and stops at the ink cartridge installation position.

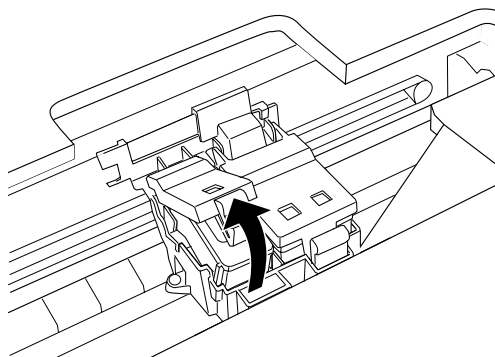
3. Raise the scanner unit.



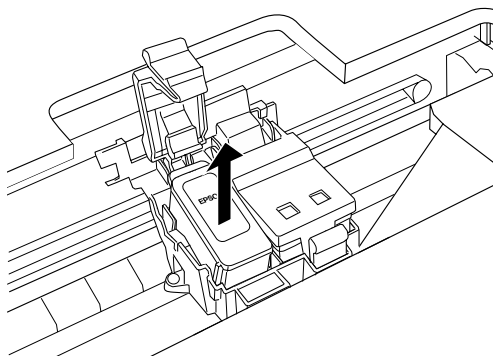
Caution:

- ❑ *Do not raise the scanner unit with the document cover opened.*
- ❑ *Do not move the print head by hand. Doing so may damage this product.*
- ❑ *Do not start replacing the ink cartridge before the print head stops.*

4. Lift up the clamp as far as it can go. The cartridge rises partly out of the cartridge holder.



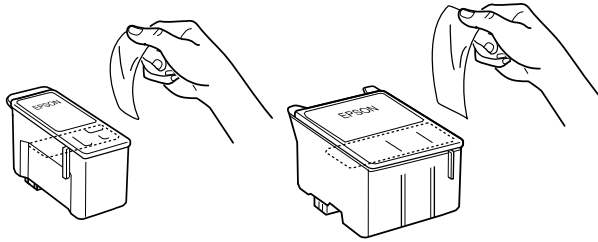
5. Take out the cartridge and then dispose of it properly. Do not take the used cartridge apart or try to refill it.



Warning:

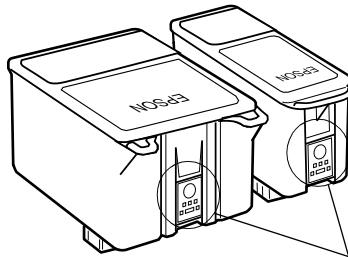
If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water. If discomfort or vision problems continue after thorough flushing, see a doctor immediately.

6. Remove the new ink cartridge from its protective bag, and then remove only the yellow tape seal from the cartridge.



**Caution:**

- ❑ You must remove the yellow tape seal from the cartridge before installing it; otherwise, the cartridge becomes unusable and copying is not possible.
- ❑ If you have installed an ink cartridge without removing the yellow tape seal, you must remove the cartridge and install a new one. Prepare the new cartridge by removing the yellow tape seal, and then install it in this product.
- ❑ Do not remove the blue portion of the tape seal from the top of the cartridge; otherwise, the print head may become clogged and copying is not possible.
- ❑ Do not remove the tape seal from the bottom of the cartridge; otherwise, the ink may leak.
- ❑ Be sure to always install an ink cartridge into this product immediately following the removal of an old ink cartridge. Failure to promptly install the ink cartridge may cause the print head to dry out and render it unable to function properly.
- ❑ Do not touch the green IC chip on the side of the cartridge; otherwise, normal operation and copying may not be possible.

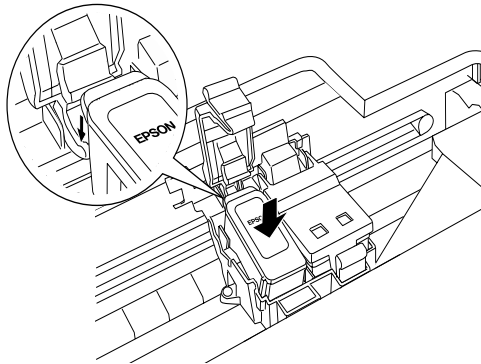


Do not touch this part.

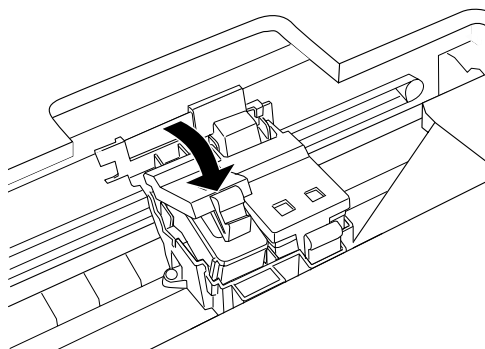
- ❑ If you need to remove an ink cartridge temporarily from this product, be sure to protect the ink supply area of the

ink cartridge from dirt and dust. Store the ink cartridge in the same environment as this product. When storing the cartridge, be sure that it stands as shown in the illustration above (the label that identifies the color of the ink cartridge should appear on the top of the cartridge). The valve in the ink supply port is designed to contain any excess ink that may be released. However, careful handling is recommended. Do not touch the supply port of the ink cartridge or its surrounding area.

7. Align the tabs on the ink cartridge so that they are resting on the tabs protruding from the base of the opened ink cartridge clamp as illustrated below.



8. Push the clamp down until it locks firmly into place.



9. Lower the scanner unit.

The print head moves and ink charging begins. The On light flashes during ink charging. When the On light stops flashing, ink charging is completed.



Caution:

Never turn off this product while the On light is flashing. Doing so can result in incomplete charging of ink.



Warning:

Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.

Note:

- ❑ *This product uses ink cartridges equipped with IC chip. The IC chip accurately monitors the amount of ink used by each cartridge, so even if a cartridge is removed and later inserted again, all of its ink can be used. However, some ink is consumed each time the cartridge is inserted because this product automatically checks its reliability.*
- ❑ *When an ink cartridge becomes empty, you cannot continue copying even if the other cartridge still contains ink. Before copying, replace the empty cartridge.*

- ❑ *In addition to being used in document copying, ink is also consumed in the following operations: print head cleaning, self-cleaning cycle performed when this product is turned on, and ink charging when the ink cartridge is installed in this product.*



Caution:

- ❑ *EPSON recommends the use of genuine EPSON ink cartridges. Other products not manufactured by EPSON may cause damage to this product not covered by EPSON's warranties.*
- ❑ *Leave the old cartridge installed in this product until you have obtained a replacement; otherwise, ink remaining in the print head nozzles may dry out.*
- ❑ *Do not refill the ink cartridges. This product calculates the amount of ink remaining using an IC chip built into the ink cartridge. Even if the cartridge is refilled, the amount of ink remaining is not be recalculated by the IC chip and therefore the amount of ink available for use does not change.*

Checking the Ink Supply

You can check the amount of ink remaining in the ink cartridges, using the Control Panel.

Press one of the Menu buttons repeatedly until **Ink Levels** appears on the LCD panel. The amount of ink left appears as a percentage between 0% and 100%, in 10% increments.

You can use the following cartridges with this product.

| | |
|---------------------|------|
| Black ink cartridge | T028 |
| Color ink cartridge | T029 |

Checking the Print Head Nozzles

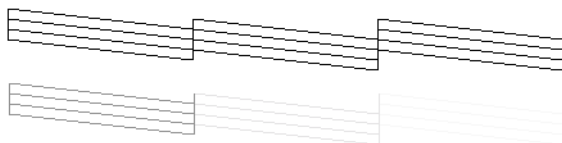
If you find that the copied image is unexpectedly faint or some dots in the copied image are missing, you may be able to identify the problem by checking the print head nozzles.

Follow the steps below to check the print head nozzles using the Control Panel.

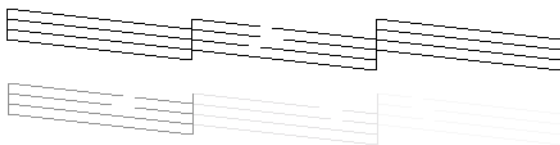
1. Make sure that a few sheets of A4 size paper are loaded in the sheet feeder, and then turn on this product.
2. Press one of the Menu buttons repeatedly until Nozzle Check appears on the LCD panel, and then press the \diamond Color Copy button.

This product prints an operation check page that includes this product's ROM version information and a nozzle check pattern. Below are sample printouts.

Good sample



Print head needs to be cleaned



The above sample is in black and white, but the actual test prints are color (CMYK).

If the nozzle check page does not print satisfactorily, there is a problem with this product. This could be a clogged ink nozzle or a misaligned print head. See the next section for details on cleaning the print head.

Cleaning the Print Head

If you find that the copied image is unexpectedly faint or some dots in the copied image are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

Note:


- ❑ *Print head cleaning uses both color and black inks. To avoid wasting ink, clean the print head only if the copy quality drops (for example, blurred printout, incorrect or missing color.)*
- ❑ *Use the nozzle check first to confirm that the print head needs to be cleaned. This saves ink.*
- ❑ *When a message appears on the LCD panel to prompt you to replace the ink cartridge or to indicate the ink is low, you cannot clean the print head. In this case, replace the appropriate ink cartridge first.*

Follow the steps below to clean the print head, using the Control Panel.

1. Make sure that this product is on and the Error light is off.

Note:

If the Error light is on, you cannot clean the print head. Replace the appropriate ink cartridge first.

2. Press one of the Menu buttons repeatedly until Head Cleaning appears on the LCD panel, and then press the  Color Copy button.

Print head cleaning starts and the On light begins flashing.



Caution:

Never turn off this product while the On light is flashing. Doing so may damage this product.

3. When the On light stops flashing, print a nozzle check pattern to confirm that the head is clean and to reset the cleaning cycle. See “Checking the Print Head Nozzles” on page 29.

If the copy quality has not improved after repeating this procedure four or five times, turn this product off and leave it alone overnight. Then, perform the nozzle check again and repeat the head cleaning if necessary.

If the copy quality still has not improved, one or both of your ink cartridges may be old or damaged and may need to be replaced. To replace an ink cartridge before it is empty, see “Replacing an Ink Cartridge” on page 21.

If the copy quality remains a problem after replacing the ink cartridges, contact your dealer.

Note:

To maintain good copy quality, we recommend copying a few pages at least once every month.

Aligning the Print Head

If you notice vertical lines are not aligned properly, you may be able to solve this problem by aligning the print head.

Follow the steps below to align the print head using the Control Panel.

1. Make sure that this product is on and the Error light is off.
2. Load a few sheets of A4 size paper in the sheet feeder.
3. Press one of the Menu buttons repeatedly until **Head Alignment** appears on the LCD panel, and then press the **Color Copy** button.

This product prints the adjustment patterns.

4. After printing, select the set number that has the smallest gaps in the #1 pattern, and then press one of the **Copies/Value** buttons to display the number for that set.
5. Press the **Color Copy** button to register the set number. The next pattern number appears. Repeat steps 3 and 4.

After all three patterns are set, the print head alignment is completed.

Note:

*Pressing the **Stop** button stops the print head alignment.*

Clearing the Jammed Paper

If paper is jammed inside this product, an error message appears on the LCD panel. You may be able to clear the jammed paper using the Control Panel.

When a message appears on the LCD panel to indicate the paper is jammed, press the **◇ Color Copy** button. The jammed paper is ejected.

If the jammed paper is not ejected;

1. Locate where the paper is jammed.

If the paper is jammed at the paper feeding position or the ejecting position, remove all of the paper by hand.

If the paper is jammed inside this product, press the **⏻ On** button to turn off this product. Open the scanner unit, and then remove all of the paper inside by hand, including any torn pieces.

2. After clearing the jammed paper, close the scanner unit and then press the **⏻ On** button and the **◇ Color Copy** button.
3. Load a stack of paper in the sheet feeder.
4. Press one of the Menu buttons repeatedly until **Load/Eject** appears on the LCD panel, and then press the **◇ Color Copy** button.

Transporting this Product

If you need to transport this product, carefully repack it using the original box and packing materials as follows:

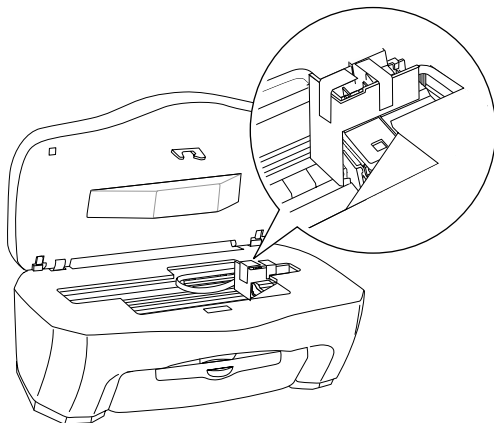


Caution:

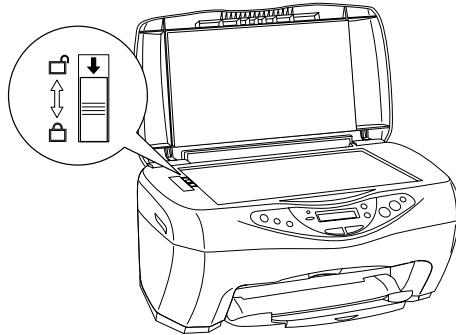
- ❑ *When storing or transporting this product, do not tilt it, put it vertically or turn it upside down; otherwise ink may leak from the cartridge.*

 - ❑ *Leave the ink cartridges in their installed positions when transporting this product; removing the cartridges for transportation may damage this product.*
1. Remove all paper from the sheet feeder and make sure that this product is off.

 2. Raise the scanner unit and make sure that the print heads are in the right (home) position. Secure the ink cartridge holder to this product with the protective material tape as shown below, and then close the scanner unit.



3. Open the document cover and slide the carriage lock lever, as shown in the illustration below, to lock the scanner carriage.



4. Unplug the power cord from the electrical outlet.
5. Remove the paper support and the feeder guard. Then push in the output extension tray.
6. Attach the protective materials to both sides of this product.
7. Repack this product and the power cord in the original box.
8. Keep this product level during transportation to prevent shocks.

Error Messages

You can identify many common problems using the Error light and error messages on your Control Panel. If this product stops working and the Error light is on, use the following table of error messages to diagnose the problem, and then try the recommended solution.

| Error Messages | Problem | Solution |
|---|--|---|
| No XXX ink cartridge ---> Press the Color copy button to install new ink cartridge. | The ink cartridge indicated in the message is not installed. | Press the ◊ Color Copy button. The print head moves to the ink cartridge install position. Then open the scanner unit and install the ink cartridge. See "Replacing an Ink Cartridge" on page 21. |
| XXX ink out ---> Press the Color copy button to begin replacing the ink cartridge. | The ink cartridge indicated in the message is empty. | Press the ◊ Color Copy button. The print head moves to the ink cartridge install position. Then open the scanner unit and replace the empty cartridge with new ones. See "Replacing an Ink Cartridge" on page 21. |
| Ink cartridge error ---> Press the Color copy button to begin replacing the ink cartridge. | Error occurs at the ink cartridge. | Press the ◊ Color Copy button. The print head moves to the ink cartridge install position. Then open the scanner unit and replace the ink cartridge with a new one. See "Replacing an Ink Cartridge" on page 21. |

| | | |
|--|--|---|
| Paper jam or miss feed ---> Press the Color copy button and clear the paper jam by hand if necessary. | Paper jams occur. | Press the ◊ Color Copy button. If the paper jam is not cleared, remove the jammed paper by hands. See "Clearing the Jammed Paper" on page 33. |
| Paper out ---> Load paper in Paper tray and press the Color copy button. | No paper is loaded in the sheet feeder. | Load paper in the sheet feeder, and then press the ◊ Color Copy button. |
| Scanner unit open ---> Close the scanner unit. | Scanner unit is open. | Close the scanner unit securely. |
| Scanner error ---> See your documentation and call service if necessary. | Scanner fails. The transportation lock is locked. The fluorescent lamp needs to be replaced. This product does not work. | Turn off this product. Then make sure the transportation lock is released. If the error message still appears, contact your dealer. |
| Printer error ---> See your documentation and call service if necessary. | Printer fails. | Turn this product off, and then back on. If the error message still appears, contact your dealer. |

Attention Messages

Follow attention messages that appear on the LCD panel to avoid unexpected or unacceptable copy result.

Contacting Customer Support

Overview of the Customer Support

If your EPSON product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

Customer support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click About, Version Info, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:

For more information on Contacting Customer Support, see the Online Reference Guide included in the software CD-ROM.

Note for users in the Middle East, Scandinavia, and South Africa:
Some of these services may be available in English only.

For users in the United Kingdom and the Republic of Ireland

| | | |
|-----------|---|---------------|
| URL | http://www.epson.co.uk | |
| Telephone | UK | 08701 637 766 |
| | The Republic of Ireland | 01 679 9016 |

For users in the Middle East

| | | |
|-----------|---|--|
| URL | http://www.epson.com | |
| Email | epson_support@compubase.co.ae | |
| Telephone | +971 4 352 4488 | |
| Fax | +971 4 351 6617 | |

For users in Scandinavia

| | | |
|-----------|---|--------------|
| URL | http://www.epson.com | |
| Telephone | Denmark | 80 88 11 27 |
| | Finland | 0800 523 010 |
| | Norway | 800 11 828 |
| | Sweden | 08 445 12 58 |

For users in South Africa

| | | |
|-----------|---|--|
| URL | http://www.epson.co.za | |
| Telephone | (011) 444-5223 or 0800 600 578 | |

For users in Australia

| | | |
|-----------|---|--|
| URL | http://www.epson.com.au | |
| Telephone | 1300 361 054 | |
| Fax | (02) 9903 9189 | |

For users in Singapore

| | | |
|-----------|---|--|
| URL | http://www.epson.com.sg | |
| Telephone | (65) 6586 3111 | |

For users in Thailand

| | | |
|-----------|---|--|
| URL | http://www.epson.co.th | |
| Telephone | (66)2-670-0333 | |

For users in Indonesia

| | | |
|-------------------|---|------------------------|
| URL | http://www.epson.co.id | |
| Telephone/ Fax | Jakarta | (62) 21-5357159 |
| | Bandung | (62) 22-7303766 |
| | Surabaya | (62) 31-5458562 |
| Telephone | Yogyakarta | (62) 274-566353/22-143 |

For users in Hong Kong

| | | |
|-------|---|--|
| URL | http://www.epson.com.hk | |
| Phone | (852) 2585-4399 | |
| Fax | (852) 2827-4383 | |

For users in Malaysia

| | | |
|-------|---|--|
| URL | http://www.epson.com.my | |
| Phone | 603-56288333 | |

For users in India

| | |
|-------|---|
| URL | http://www.epson.co.in |
| Phone | 9622 037766 Available at Vadadora, Bangalore, Chennai, Hyderabad, Cochin, Mumbai, Pune, Delhi and Kolkata. |

For users in the Philippines

| | |
|--------|--|
| URL | http://www.epson.com.ph |
| Phone | (63) 2-813-6567 |
| Fax | (63) 2-813-6545 |
| E-mail | customersupport@epc.epson.com.ph |

Product Specifications

Mechanical

| | |
|-----------------------|--|
| Paper path | Sheet feeder, rear entry |
| Sheet feeder capacity | About 100 sheets at 64 g/m ² (17 lb) paper |
| Dimensions | Width: 475 mm (18.7 inches) Depth: 389 mm (15.3 inches) Height: 235 mm (9.25 inches) |
| Weight | 7.5 kg (16.5 lb) without ink cartridges |

Electrical

120V Model

| | |
|-----------------------|--|
| Input voltage range | 99 to 132V |
| Rated frequency range | 50 to 60 Hz |
| Power consumption | Approx. 22 W (ISO10560 Letter pattern) Approx. 6.5 W in sleep mode Approx. 0.3 W in power-off mode |

220–240V Model

| | |
|-----------------------|--|
| Input voltage range | 198 to 264V |
| Rated frequency range | 50 to 60 Hz |
| Power consumption | Approx. 22 W (ISO10560 Letter pattern) Approx. 6.0 W in sleep mode Approx. 0.6 W in power-off mode |

Note:

Check the label on the back of this product for the voltage information.

Environmental

| | |
|-------------|-----------------------------------|
| Temperature | Operation:10 to 35°C (50 to 95°F) |
|-------------|-----------------------------------|

Printing

| | |
|----------------------|---|
| Printing method | On-demand ink jet |
| Nozzle configuration | Monochrome (black) 144 nozzles Color (cyan, magenta, yellow) 144 nozzles (48 nozzles per color × 3) |

Scanning

| | |
|----------------------|--|
| Scanner type: | Flatbed color image scanner |
| Document size: | 8.5 × 11.7" (216 × 297 mm) A4 or US letter size (The reading area can be specified from your software.) |
| Scanning resolution: | 600 dpi (main) 1200 dpi (sub) |
| Interface: | USB |

Paper

Note:

Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot guarantee the quality of any non-EPSON brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

Paper specifications

Single sheets:

| | |
|----------------------------------|--|
| Size | A4 (210 × 297 mm) A5 (148 × 210 mm) A6 (105 × 148 mm) B5 (182 × 257 mm) Executive (184.2 × 267 mm) |
| Paper type | Plain bond paper, special paper distributed by EPSON |
| Thickness (for plain bond paper) | 0.08 to 0.11 mm (0.003 to 0.004 inch) |
| Weight (for plain bond paper) | 64 g/m ² (17 lb) to 90 g/m ² (24 lb) |

Index Cards:

| | |
|------------|--|
| Size | A6 (105 × 148 mm) 5 × 7" (127 × 178 mm) 8 × 10" (203 × 254 mm) |
| Paper type | Special paper distributed by EPSON |

7

Iron-On Cool Peel Transfer Paper:

| | |
|------------|------------------------------------|
| Size | A4 (210 × 297 mm) |
| Paper type | Special paper distributed by EPSON |

Transparencies, Photo Quality Glossy Film:

| | |
|------------|--|
| Size | A4 (210 × 297 mm) A6 (105 × 148 mm) for glossy film |
| Paper type | Special paper distributed by EPSON |

Self Adhesive Sheets:

| | |
|------------|------------------------------------|
| Size | A4 (210 × 297 mm) |
| Paper type | Special paper distributed by EPSON |

Photo Paper:

| | |
|------------|--|
| Size | A4 (210 × 297 mm) Card (100 × 148mm) 4 × 6" (101.6 × 152.4 mm) 100 × 150 mm |
| Paper type | Special paper distributed by EPSON |

Premium Glossy Photo Paper:

| | |
|------------|--|
| Size | A4 (210 × 297 mm) 5 × 7" (127 × 178 mm) |
| Paper type | Special paper distributed by EPSON |

Premium Semigloss Photo Paper:

| | |
|------------|------------------------------------|
| Size | A4 (210 × 297 mm) |
| Paper type | Special paper distributed by EPSON |

Matte Paper-Heavyweight:

| | |
|------------|------------------------------------|
| Size | A4 (210 × 297 mm) |
| Paper type | Special paper distributed by EPSON |

Note:

- Poor quality paper may reduce the print quality and cause paper jams or other problems. If you have print quality problems, switch to a higher grade paper.*
- Do not load curled or folded paper.*

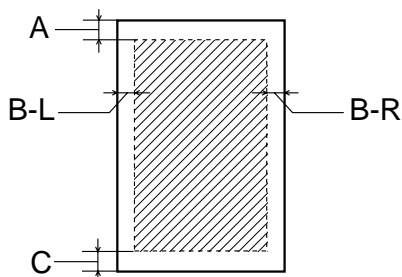
- ❑ *Use paper under normal conditions:
Temperature 15 to 25°C (59 to 77°F)
Humidity 40 to 60% RH*

- ❑ *Store EPSON Photo Quality Glossy Film and Self Adhesive Sheets
under the following conditions:
Temperature 15 to 30°C (59 to 86°F)
Humidity 20 to 60% RH*

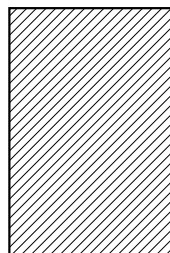
Printable area

Single sheets (including panoramic size) and index cards

Standard *



BorderFree **



Diagonal lines show printable area.

A: The standard top margin is 3.0 mm (0.12").

When multiple sheets of EPSON Photo Quality Glossy Film are loaded, the minimum top margin is 30.0 mm (1.2").

B-L: The standard left margin is 3.0 mm (0.12").

B-R: The standard right margin is 3.0 mm (0.12").

C: The standard bottom margin is 14.0 mm (0.55").

You can extend the bottom margin to 3 mm by selecting **Reduced Margin** as the copy mode. However, the copy quality may drop in the expanded area.

*: You can extend the minimum margin to 1.5 mm by selecting **Small Margin** as the copy mode. However, the copy quality may drop in the expanded area.

***: When the **BorderFree** feature is used, the print quality may drop in the bottom area of the printout, or the area may be smeared.

Note:

Always load paper into the sheet feeder with the short edge first.

EPSON OVERSEAS MARKETING LOCATIONS

Epson America, Inc.

3840 Kilroy Airport Way
Long Beach, CA 90806
Phone: (562) 981-3840
Fax: (562) 290-5220

EPSON UK LTD.

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Hemel Hempstead, Herts,
HP2 7TJ, U.K.
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Fax: (+44) 01442 227227

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Zülpicher Straße 6,
40549 Düsseldorf Germany
Phone: (0211) 56030
Fax: (0211) 5047787

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68 bis, rue Marjolin
92300, Levallois-Perret, France
Phone: 33.1.41.86.26.56
Telex: 610657

EPSON AUSTRALIA PTY. LTD.

70 GIBBES STREET,
CHATSWOOD 2067 NSW.
Phone: 2-9903-9000
Fax: 2-9903-9177

EPSON SINGAPORE PTE. LTD.

No. 1 Temasek Avenue #36-00
Millenia Tower, Singapore 039192
Phone: (065) 633 77 911
Fax: (065) 633 41 185

EPSON HONG KONG LTD.

Rooms 4706-10, 47/F,
China Resources Bldg.,
26 Harbour Road, Wanchai, Hong Kong
Phone: 2585-4300
Fax: 2827-7083

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Taipei, Taiwan,
Phone: (02) 2717-7360
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08290 Cerdanyola del Valles
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399-0785 Japan

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4460 Matosinhos, Portugal
Phone: (02) 996 14 02
Fax: (02) 996 14 11

EPSON

All in One Product

EPSON STYLUS™ CX3100

Copy Guide